



Your business
is our business.

REDACTED FOR PUBLIC INSPECTION

7852 Walker Drive, Suite 200
Greenbelt, Maryland 20770
phone: 301-459-7590, fax: 301-577-5575
internet: www.jsitel.com, e-mail: jsi@jsitel.com

June 19, 2017

Via Hand Delivery

Marlene H. Dortch, Secretary
Federal Communications Commission
Office of the Secretary
445 12th Street, SW
Washington, DC 20554

**Re: WC Docket No. 14-58
2017 ETC Annual Report of North Penn Telephone Company
Study Area Code 170192**

Dear Ms. Dortch:

On behalf of North Penn Telephone Company ("Company"), JSI files the attached confidential version of the FCC Form 481 ETC annual reporting information pursuant to sections 54.313 and 54.422 of the Commission's rules.¹ Company seeks confidential treatment under Protective Order for section 54.313(f)(2) financial information.² The redacted version is being filed this date via the FCC's Electronic Comment Filing System.

Please direct any questions regarding the filing to the undersigned.

Sincerely,

John Kuykendall
JSI Vice President
301-459-7590
jkuykendall@jsitel.com

¹ 47 C.F.R. §§ 54.313, 54.422.

² *Connect America Fund et al.*, WC Docket Nos. 10-90 and 14-58, Protective Order, DA 16-296 rel. March 22, 2016 (Protective Order). 47 C.F.R. § 54.313(f)(2).

**FCC Form 481 - Carrier Annual Reporting
Data Collection Form****REDACTED FOR PUBLIC INSPECTION**

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

<010>	Study Area Code	170192
<015>	Study Area Name	NORTH PENN TEL CO
<020>	Program Year	2018
<030>	Contact Name: Person USAC should contact with questions about this data	Thomas Prestigiacomo
<035>	Contact Telephone Number: Number of the person identified in data line <030>	6075223712 ext.
<039>	Contact Email Address: Email of the person identified in data line <030>	tpresti@etcnpt.com
	Form Type	54.313 and 54.422

(300) Unfulfilled Service Request Data Collection Form	FCC Form 481
	OMB Control No. 3060-0986/OMB Control No. 3060-0819
	July 2013

<010>	Study Area Code	170192
<015>	Study Area Name	NORTH PENN TEL CO
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	Thomas Prestigiacomo
<035>	Contact Telephone Number - Number of person identified in data line <030>	6075223712 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	tpresti@etcnpt.com

<300> Unfulfilled service request (voice)

0

<310> Detail on attempts (voice)

Name of Attached Document

<320> Unfulfilled service request (broadband)

0

<330> Detail on attempts (broadband)

Name of Attached Document

(400) Number of Complaints per 1,000 customers Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010>	Study Area Code	170192
<015>	Study Area Name	NORTH PENN TEL CO
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	Thomas Prestigiacomo
<035>	Contact Telephone Number - Number of person identified in data line <030>	6075223712 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	tpresti@etcnpt.com
<400>	Select from the drop-down list to indicate how you would like to report voice complaints (zero or greater) for voice telephony service in the prior calendar year for each service area in which you are designated an ETC for any facilities you own, operate, lease, or otherwise utilize. Offered only fixed voice	
<410>	Complaints per 1000 customers for fixed voice	0 . 0
<420>	Complaints per 1000 customers for mobile voice	
<430>	Select from the drop-down list to indicate how you would like to report end-user customer complaints (zero or greater) for broadband service in the prior calendar year for each service area in which you are designated an ETC for any facilities you own, operate, lease, or otherwise utilize. Offered only fixed broadband	
<440>	Complaints per 1000 customers for fixed broadband	0 . 0
<450>	Complaints per 1000 customers for mobile broadband	

(500) Compliance With Service Quality Standards and Consumer Protection Rules Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010>	Study Area Code	170192
<015>	Study Area Name	NORTH PENN TEL CO
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	Thomas Prestigiaco
<035>	Contact Telephone Number - Number of person identified in data line <030>	6075223712 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	tprestie@etcnpt.com
<500>	Certify compliance with applicable service quality standards and consumer protection rules	Yes
170192pa510.pdf		
<510>	Descriptive document for Service Quality Standards & Consumer Protection Rules Compliance	
<515>	Certify compliance with applicable minimum service standards	

(600) Functionality in Emergency Situations Data Collection Form	REDACTED FOR PUBLIC INSPECTION	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010>	Study Area Code	170192
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<035>	Contact Telephone Number - Number of person identified in data line <030>	6075223712 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	tpresti@etcnpt.com
<600>	Certify compliance regarding ability to function in emergency situations	Yes
<610>	Descriptive document for Functionality in Emergency Situations	170192pa610.pdf

REDACTED FOR PUBLIC INSPECTION

(710) Broadband Price Offerings Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010>	Study Area Code	170192
<015>	Study Area Name	NORTH PENN TEL CO
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<035>	Contact Telephone Number - Number of person identified in data line <030>	6075223712 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	tpresti@etcnpt.com

[illegible]

Data Collection Form

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

<010>	Study Area Code	170192
<015>	Study Area Name	NORTH PENN TEL CO
<020>	Program Year	2018
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<039>	Contact Email Address - Email Address of person identified in data line <030>	tpresti@etcnpt.com
<810>	Reporting Carrier	North Penn Telephone Company
<811>	Holding Company	Empire Telephone Corporation/North Penn Telephone Company
<812>	Operating Company	North Penn Telephone Company

[illegible]

**(900) Tribal Lands Reporting
Data Collection Form**

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

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<039>	Contact Email Address - Email Address of person identified in data line <030>	tprest@etcnpt.com

<900> Does the filing entity offer tribal land services? (Y/N) No

<910> Tribal Land(s) on which ETC Serves

<920> Tribal Government Engagement Obligation

Name of Attached Document

If your company serves Tribal lands, please select (Yes, No, NA) for each these boxes to confirm the status described on the attached PDF, on line 920, demonstrates coordination with the Tribal government pursuant to § 54.313(a)(9) includes:

- <921> Needs assessment and deployment planning with a focus on Tribal community anchor institutions.
- <922> Feasibility and sustainability planning;
- <923> Marketing services in a culturally sensitive manner;
- <924> Compliance with Rights of way processes
- <925> Compliance with Land Use permitting requirements
- <926> Compliance with Facilities Siting rules
- <927> Compliance with Environmental Review processes
- <928> Compliance with Cultural Preservation review processes
- <929> Compliance with Tribal Business and Licensing requirements.

Select Yes or No or Not Applicable

**(1000) Voice and Broadband Service Rate Comparability
Data Collection Form**

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

<010>	Study Area Code	170192
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<039>	Contact Email Address - Email Address of person identified in data line <030>	tpresti@etcnpt.com

<1000> Voice services rate comparability certification Yes

<1010> Attach detailed description for voice services rate comparability compliance

Name of Attached Document

<1020> Broadband comparability certification

Yes - Pricing is no more than the most recent applicable benchmark announced by the Wireline Competition Bureau

<1030> Attach detailed description for broadband comparability compliance

Name of Attached Document

**(1100) No Terrestrial Backhaul Reporting
Data Collection Form**

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

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<039>	Contact Email Address - Email Address of person identified in data line <030>	tpresti@etcnpt.com

<1100> Certify whether terrestrial backhaul options exist (Y/N)

Yes

<1130> Please select the appropriate response (Yes, No, Not Applicable) to confirm the reporting carrier offers broadband service of at least 1 Mbps downstream and 256 kbps upstream within the supported area pursuant to § 54.313(g).

(1200) Terms and Condition for Lifeline Customers Lifeline Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010>	Study Area Code	170192
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<039>	Contact Email Address - Email Address of person identified in data line <030>	tpresti@etcnpt.com

<1210> Terms & Conditions of Voice Telephony Lifeline Plans

Name of Attached Document

<1220> Link to Public Website

HTTP

"Please check these boxes below to confirm that the attached document(s), on line 1210, or the website listed, on line 1220, contains the required information pursuant to § 54.422(a)(2) annual reporting for ETCs receiving low-income support, carriers must annually report:

- | | |
|--|-------------------------------------|
| <1221> Information describing the terms and conditions of any voice telephony service plans offered to Lifeline subscribers, | <input checked="" type="checkbox"/> |
| <1222> Details on the number of minutes provided as part of the plan, | <input checked="" type="checkbox"/> |
| <1223> Additional charges for toll calls, and rates for each such plan. | <input checked="" type="checkbox"/> |

(2005) Price Cap Carrier Additional Documentation

FCC Form 481

Data Collection Form

OMB Control No. 3060-0986/OMB Control No. 3060-0819

Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers

July 2013

<010>	Study Area Code	170192
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<039>	Contact Email Address - Email Address of person identified in data line <030>	tpresti@etcnpt.com

Select the appropriate responses below (Yes, No, Not Applicable) to note compliance as a recipient of Incremental High Cost support, High Cost support to offset access charge reductions, and Connect America Phase II support as set forth in 47 CFR § 54.313(b),(c),(d),(e). The information reported on this form and in the documents attached below is accurate.

Incremental Connect America Phase I reporting

<p><2011> 3rd Year Certification 47 CFR §54.313(b)(1)(ii) - Note that for the July 2017 certification, this applies to Round 2 recipients of Incremental Support.</p>	<div style="border: 1px solid black; height: 20px; width: 100px;"></div>	
<p><2022> Recipient certifies, representing year three after filing a notice of acceptance of funding pursuant to 54.312(c), that the locations in question are not receiving support under the Broadband Initiatives Program or the Broadband Technology Opportunities Program for projects that will provide broadband with speeds of at least 4 Mbps/1Mbps - 54.313(b)(2)(i). Round 2 recipients only.</p>	<div style="border: 1px solid black; height: 20px; width: 100px;"></div>	
<p><2023> The attachment on line 2024 includes a statement of the total amount of capital funding expended in the previous year in meeting Connect America Phase I deployment obligations, accompanied by a list of census blocks indicating where funding was spent. This covers year three - 54.313(b)(2)(ii). Round 2 recipients only.</p>	<div style="border: 1px solid black; height: 20px; width: 100px;"></div>	
<p><2024A> Round 2 Recipient of Incremental Support?</p>	<div style="border: 1px solid black; height: 20px; width: 100px;"></div>	<div style="border: 1px solid black; height: 60px; width: 180px;"></div>
<p><2024B> Attach list of census blocks indicating where funding was spent in year three - 54.313(b)(2)(ii). Round 2 recipients only.</p>	<p>Name of Attached Document Listing Required Information</p>	<div style="border: 1px solid black; height: 60px; width: 180px;"></div>
<p><2025A> Round 2 Recipient of Incremental Support?</p>	<div style="border: 1px solid black; height: 20px; width: 100px;"></div>	
<p><2025B> Attach geocoded Information for Phase I milestone reports (Round 2 for year three) - Connect America Fund , WC Docket 10-90, Report and Order, FCC 13-73, paragraph 35 (May 22, 2013).</p>	<p>Name of Attached Document Listing Required Information</p>	<div style="border: 1px solid black; height: 60px; width: 180px;"></div>
<p><2015> 2016 and future Frozen Support Certification 47 CFR § 54.313(c)(4)</p>	<div style="border: 1px solid black; height: 20px; width: 100px;"></div>	

(2005) Price Cap Carrier Additional Documentation

Data Collection Form

Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

Price Cap Carrier Connect America ICC Support {47 CFR § 54.313(d)}

<2016> Certification support used to build broadband

Connect America Phase II Reporting {47 CFR § 54.313(e)}

<2017A> Connect America Fund Phase II recipient?

<2017C> Total amount of Phase II support, if any, the price cap carrier used for capital expenditures in 2016.

<2018> Attach the number, names, and addresses of community anchor institutions to which the carrier newly began providing access to broadband service in the preceding calendar year - 54.313(e)(1)(ii)(A)

Name of Attached Document Listing
Required Information

<2019> Recipient certifies that it bid on category one telecommunications and Internet access services in response to all FCC Form 470 postings seeking broadband service that meets the connectivity targets for the schools and libraries universal service support program for eligible schools and libraries located within any area in a census block where the carrier is receiving Phase II model-based support, and that such bids were at rates reasonably comparable to rates charged to eligible schools and libraries in urban areas for comparable offerings - 54.313(e)(1)(ii)(C)

(3005) Rate Of Return Carrier Additional Documentation
Data Collection Form

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

<010>	Study Area Code	170192
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<030>	Contact Name - Person USAC should contact regarding this data	Thomas Prestigiacomo
<035>	Contact Telephone Number - Number of person identified in data line <030>	6075223712 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	tprest@etcnpt.com

Select from the drop down menu or check the boxes below to note compliance with 54.313(f)(1). Privately held carriers must ensure compliance with the financial reporting requirements set forth in 47 CFR 54.313(f)(2). I further certify that the information reported on this form and in the documents attached below is accurate.

(3009)	Progress Report on 5 Year Plan Carrier certifies to 54.313(f)(1)(iii)		
		Yes - Attach Certification	
(3010A)	Certification of Public Interest Obligations {47 CFR § 54.313(f)(1)(i)}		
(3010B)	Please Provide Attachment	Name of Attached Document Listing Required Information	170192pa3010.pdf
(3012A)	Community Anchor Institutions {47 CFR § 54.313(f)(1)(ii)}	No - No New Community Anchors	
(3012B)	Please Provide Attachment	Name of Attached Document Listing Required Information	
(3013)	Is your company a Privately Held ROR Carrier {47 CFR § 54.313(f)(2)}	(Yes/No)	<input checked="" type="radio"/> <input type="radio"/>
(3014)	If yes, does your company file the RUS annual report	(Yes/No)	<input type="radio"/> <input checked="" type="radio"/>
Please check these boxes to confirm that the attached PDF, on line 3017, contains the required information pursuant to § 54.313(f)(2) compliance requires:			
(3015)	Electronic copy of their annual RUS reports (Operating Report for Telecommunications Borrowers)		<input type="checkbox"/>
(3016)	Document(s) with Balance Sheet, Income Statement and Statement of Cash Flows		<input type="checkbox"/>
(3017)	If the response is yes on line 3014, attach your company's RUS annual report and all required documentation	Name of Attached Document Listing Required Information	
(3018)	If the response is no on line 3014, is your company audited?	(Yes/No)	<input checked="" type="radio"/> <input type="radio"/>
If the response is yes on line 3018, please check the boxes below to confirm your submission on line 3026 pursuant to § 54.313(f)(2), contains:			
(3019)	Either a copy of their audited financial statement; or (2) a financial report in a format comparable to RUS Operating Report for Telecommunications Borrowers		<input checked="" type="checkbox"/>
(3020)	Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows		<input checked="" type="checkbox"/>
(3021)	Management letter and/or audit opinion issued by the independent certified public accountant that performed the company's financial audit.		<input checked="" type="checkbox"/>
If the response is no on line 3018, please check the boxes below to confirm your submission on line 3026 pursuant to § 54.313(f)(2), contains:			
(3022)	Copy of their financial statement which has been subject to review by an independent certified public accountant; or 2) a financial report in a format comparable to RUS Operating Report for Telecommunications Borrowers		<input type="checkbox"/>
(3023)	Underlying information subjected to a review by an independent certified public accountant		<input type="checkbox"/>
(3024)	Underlying information subjected to an officer certification.		<input type="checkbox"/>
(3025)	Document(s) with Balance Sheet, Income Statement and Statement of Cash Flows		<input type="checkbox"/>
(3026)	Attach the worksheet listing required information	Name of Attached Document Listing Required Information	170192pa3026.pdf

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(3005) Rate Of Return Carrier Additional Documentation (Continued)

FCC Form 481

Data Collection Form

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

<010>	Study Area Code	170192
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<039>	Contact Email Address - Email Address of person identified in data line <030>	tpresti@etcnpt.com

Financial Data Summary

(3027) Revenue

(3028) Operating Expenses

(3029) Net Income

(3030) Telephone Plant In Service(TPIS)

(3031) Total Assets

(3032) Total Debt

(3033) Total Equity

(3034) Dividends

(4005) Rural Broadband Experiment Additional Documentation Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010>	Study Area Code	170192
<015>	Study Area Name	NORTH PENN TEL CO
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4005 Rural Broadband Experiment

Authorized Rural Broadband Experiment (RBE) recipients must address the certification for public interest obligations, provide a list of newly served community anchor institutions, and provide a list of locations where broadband has been deployed.

Public Interest Obligations – FCC 14-98 (paragraphs 26-29, 78)

Please address Line 4001 regarding compliance with the Commission’s public interest obligations. All RBE participants must provide a response to Line 4001.

4001. Recipient certifies that it is offering broadband to the identified locations meeting the requisite public interest obligations consistent with the category for which they were selected, including broadband speed, latency, usage capacity, and rates that are reasonably comparable to rates for comparable offerings in urban areas?

Community Anchor Institutions – FCC 14-98 (paragraph 79)

4003a. RBE participants must provide the number, names, and addresses of community anchor institutions to which they newly deployed broadband service in the preceding calendar year. On this line, please respond (yes – attach new community anchors, no – no new anchors) to indicate whether this list will be provided.

If yes to 4003A, please provide a response for 4003B.

4003b. Provide the number, names and addresses of community anchor institutions to which the recipient newly began providing access to broadband service in the preceding calendar year.	Name of Attached Document Listing Required Information	
--	--	--

Broadband Deployment Locations – FCC 14-98 (paragraph 80)

4004a. Attach a list of geocoded locations to which broadband has been deployed as of the June 1st immediately preceding the July 1st filing deadline for the FCC Form 481.	Name of Attached Document Listing Required Information	
---	--	--

4004b. Attach evidence demonstrating that the recipient is meeting the relevant public service obligations for the identified locations. Materials must at least detail the pricing, offered broadband speed and data usage allowances available in the relevant geographic area.	Name of Attached Document Listing Required Information	
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Certification - Reporting Carrier Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<039> Contact Email Address - Email Address of person identified in data line <030>	tpresti@etcnpt.com

TO BE COMPLETED BY THE REPORTING CARRIER, IF THE REPORTING CARRIER IS FILING ANNUAL REPORTING ON ITS OWN BEHALF:

Certification of Officer as to the Accuracy of the Data Reported for the Annual Reporting for CAF or LI Recipients	
I certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual reporting requirements for universal service support recipients; and, to the best of my knowledge, the information reported on this form and in any attachments is accurate.	
Name of Reporting Carrier: NORTH PENN TEL CO	
Signature of Authorized Officer: CERTIFIED ONLINE	Date 06/14/2017
Printed name of Authorized Officer: Thomas Prestigiacomio	
Title or position of Authorized Officer: CFO	
Telephone number of Authorized Officer: 6075223712 ext.	
Study Area Code of Reporting Carrier: 170192	Filing Due Date for this form: 07/03/2017
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

Certification - Agent / Carrier Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010> Study Area Code	170192
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<039> Contact Email Address - Email Address of person identified in data line <030>	tprestia@etcnpt.com

TO BE COMPLETED BY THE REPORTING CARRIER, IF AN AGENT IS FILING ANNUAL REPORTS ON THE CARRIER'S BEHALF:

Certification of Officer to Authorize an Agent to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier	
I certify that (Name of Agent) _____ is authorized to submit the information reported on behalf of the reporting carrier. I also certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual data reporting requirements provided to the authorized agent; and, to the best of my knowledge, the reports and data provided to the authorized agent is accurate.	
Name of Authorized Agent:	
Name of Reporting Carrier:	
Signature of Authorized Officer:	Date:
Printed name of Authorized Officer:	
Title or position of Authorized Officer:	
Telephone number of Authorized Officer:	
Study Area Code of Reporting Carrier:	Filing Due Date for this form:
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

TO BE COMPLETED BY THE AUTHORIZED AGENT:

Certification of Agent Authorized to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier	
I, as agent for the reporting carrier, certify that I am authorized to submit the annual reports for universal service support recipients on behalf of the reporting carrier; I have provided the data reported herein based on data provided by the reporting carrier; and, to the best of my knowledge, the information reported herein is accurate.	
Name of Reporting Carrier:	
Name of Authorized Agent Firm:	
Signature of Authorized Agent or Employee of Agent:	Date:
Name of Authorized Agent Employee:	
Title or position of Authorized Agent or Employee of Agent	
Telephone number of Authorized Agent or Employee of Agent:	
Study Area Code of Reporting Carrier:	Filing Due Date for this form:
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

Attachments

REDACTED FOR PUBLIC INSPECTION

**(700) Price Offerings including Voice Rate Data
Data Collection Form**

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

<010> Study Area Code 170192

<015>	Study Area Name	NORTH PENN TEL CO
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<020> Program Year 2018

<030> Contact Name - Person USAC should contact regarding this data Thomas Prestigiacomo

<035>	Contact Telephone Number - Number of person identified in data line <030>	6075223712 ext.
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<039>	Contact Email Address - Email Address of person identified in data line <030>	tprest@etcnpt.com
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1/1/2017

<703>

[illegible]

REDACTED FOR PUBLIC INSPECTION

(710) Broadband Price Offerings Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<030>	Contact Name - Person USAC should contact regarding this data	Thomas Prestigiacomo
<035>	Contact Telephone Number - Number of person identified in data line <030>	6075223712 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	tpresti@etcnpt.com

[illegible]

REDACTED FOR PUBLIC INSPECTION

(800) Operating Companies Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010>	Study Area Code	170192
<015>	Study Area Name	NORTH PENN TEL CO
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	Thomas Prestigiacomio
<035>	Contact Telephone Number - Number of person identified in data line <030>	6075223712 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	tpresti@etcnpt.com

<810>	Reporting Carrier	North Penn Telephone Company
<811>	Holding Company	Empire Telephone Corporation/North Penn Telephone Company
<812>	Operating Company	North Penn Telephone Company

[illegible]

North Penn Telephone Company's demonstration of complying with applicable quality standards and consumer protection rules for voice and broadband services:

In establishing this certification in its *2005 ETC Order*,¹ the FCC found that an ETC must make “a specific commitment to objective measures to protect consumers.”² The Commission found that for wireless ETCs, compliance with CTIA’s Consumer Code for Wireless Service would satisfy this requirement” and that the sufficiency of other commitments would be considered on a case-by-case basis.³ In this context, the FCC stated, “to the extent a wireline or wireless ETC applicant is subject to consumer protection obligations under state law, compliance with such laws may meet our requirement.”⁴

North Penn Telephone Company (“Company”) hereby certifies that it is complying with applicable service quality standards and consumer protection rules. The Company is subject to service quality standards and consumer protection obligations under state law. These standards and obligations include, but are not limited to, the following: (1) filing a Local Exchange Tariff pursuant to the requirements of the Pennsylvania Public Utility Commission which disclose rates, terms and conditions of service to customers; (2) adherence to state service quality standards and consumer protection requirements governing telephone providers under Pa Code Title 52 Public

¹ *Federal-State Joint Board on Universal Service*, CC Docket No. 96-45, Report and Order, FCC 05-46 (rel. Mar. 17, 2005) (“*2005 ETC Order*”).

² *Id.* at para. 28.

³ *Id.* The FCC noted that under the CTIA Consumer Code, wireless carriers agree to: “(1) disclose rates and terms of service to customers; (2) make available maps showing where service is generally available; (3) provide contract terms to customers and confirm changes in service; (4) allow a trial period for new service; (5) provide specific disclosures in advertising; (6) separately identify carrier charges from taxes on billing statements; (7) provide customers the right to terminate service for changes to contract terms; (8) provide ready access to customer service; (9) promptly respond to consumer inquiries and complaints received from government agencies; and (10) abide by policies for protection of consumer privacy.” *Id.* at n. 71.

⁴ *Id.* at n. 72.

Utilities, Part I - Public Utility Commission, Subpart C - Fixed Service Utilities, Chapter 63 and 64; (3) truth-in-billing requirements; and (4) CPNI, Red Flag Rules and other applicable federal and state requirements governing the protection of customers' privacy.

In addition, the Company is subject to consumer protection obligations for broadband services under federal law. These obligations include, but are not limited to, the following: public disclosure of accurate information regarding network management practices, performance, and commercial terms of broadband internet access services; as a means of providing sufficient information for consumers to make informed choices regarding use of such services, and for content, application, service and device providers to develop, market, and maintain internet offerings as specified in F.C.C. 47 C.F.R. Part 8 §8.3. The company furthermore will comply with all requirements set forth in the *2015 Open Internet Order*.

North Penn Telephone Company's demonstration of ability to function in emergency situations for voice and broadband services:

The North Penn Telephone Company ("Company") hereby certifies that it is able to function in emergency situations as set forth in §54.202(a)(2).¹ The Company's network is designed to remain functional in emergency situations without an external power source, is able to reroute traffic around damaged facilities, and is capable of managing traffic spikes resulting from emergency situations as required by Section 54.202(a)(2). The Company can change call routing translations as needed to reroute traffic around damaged facilities. Changing call routing translations will also allow the Company to manage traffic spikes throughout its network, as emergency situations require.

Specifically, each central office building is supplied with standby generators and battery back-up that enable the central office to keep running until power is restored so long as fuel is available, or until system changes are made to reroute traffic. The Company has battery backup at all office locations and in its electronic equipment sites. Length of run time is determined by the equipment serving the area and the number of customers working out of the equipment. Generators are installed at all Central Office locations. They will continue to run as long as the Company has access to fuel.

¹ Section 54.202(a)(2) requires ETCs that are designated by the Commission to "demonstrate its ability to remain functional in emergency situations, including a demonstration that it has a reasonable amount of back-up power to ensure functionality without an external power source, is able to reroute traffic around damaged facilities, and is capable of managing traffic spikes resulting from emergency situations."

The company's standby generators and battery back-up support both voice and broadband network equipment should an emergency situation occur. The Company complies with the FCC's backup power requirements, effective October 16, 2015.

North Penn Telephone
Company

Section 3
Fifth Revised Sheet 5
Cancels Fourth Revised Sheet 5

LIFELINE SERVICE

A. DESCRIPTION

Lifeline Service is a federally funded program established to provide monthly assistance to residential low income households who qualify for this service in accordance with the following Regulations.

B. REGULATIONS

1. Lifeline Service is available to qualified residence customers and is provided via a residence individual Dial Tone Line. Lifeline Service is limited to only one Service per qualified customer or household (a household is defined as “any individual or group of individuals who are living together as one economic unit” an economic unit is “all adult individuals contributing to and sharing in the income and expenses of a household”). However, a qualified residence customer or household is not eligible for Lifeline Service if they are currently receiving a Lifeline program discount on another service supported by the Federal Communications Commission. A potential Lifeline customer who has an outstanding final bill for telephone service which is less than (4) years old must pay the entire balance of any Basic Service final bill before being eligible for Lifeline Service. (C)
2. Residence Lifeline Service consists of the following tariffed standard features and optional customer elected services at the applicable rates, charges and regulations for each feature and service provided:
 - a. One-Party Residence Line Rate or Local Measured Service Option.
 - b. Directory Listing (standard only).
 - c. Non-Published or Non-Listed Telephone Number Service.
 - d. Access to Directory Assistance Service.
 - e. Touch-Tone Calling Service
 - f. Access to Message Toll Telephone Service and Optional Dial Station-To-Station Calling Plan Services. However, the Residence Lifeline Dial Tone Line will be blocked from dial station access to 976/556/900 and any other type of Audiotex Service.
 - g. Access to Operator Services.
 - h. Voluntary Toll Restriction Option.
 - i. Access to 800/888 Services.
 - j. Access to Call Trace.
 - k. Access to Alerting and Reporting Systems (9-1-1 dialing).
 - l. Access to the Pennsylvania Telecommunications Relay Service.
 - m. Caller ID Per-call and Per-line Blocking
 - n. Other eligible telecommunications services at tariffed rates.

(C) Indicates Change

LIFELINE SERVICE

B. REGULATIONS

3. An applicant for Lifeline Service must be a current participant in one of the following Pennsylvania programs, or be able to provide proof of household income which is at or below 135% of the annual Federal Poverty Guidelines for all States (except Alaska and Hawaii) and the District of Columbia. Recertification of Lifeline Service participants must be conducted annually by North Penn Telephone Company to ensure continued eligibility. Lifeline customers have the responsibility to notify the Telephone Company within thirty (30) days of a change in eligibility status if they no longer qualify for Lifeline Service.

Pennsylvania Department of Human Services Programs

* * *

Supplemental Security Income (SSI)

Medicaid

Supplemental Nutrition Assistance Program (SNAP) (f/k/a Food Stamps)

* * *

Additional Eligible Programs (Federal)

Federal Public Housing

* * *

Veteran's Pension or Survivor's Pension Benefit

The DHS Programs listed above must be certified by DHS. Such certification by DHS will be provided only when a DHS client requests Lifeline Service based on the client's status as a participant in any of the above eligibility programs. Certification by DHS will be limited to confirmation of the client's program status (i.e., participation or non-participation). Participation by DHS is subject to execution of an agreement with DHS and North Penn Telephone Company

4. Lifeline Service will be provided to a customer only so long as such customer continues to meet the participation and certification guidelines in B-3 above. At the time of initial establishment of Lifeline Service, the customer agrees to have his or her eligibility recertified annually by North Penn Telephone Company. When North Penn Telephone Company is notified by the customer or determines through recertification that the Lifeline Service customer is no longer a participant in the DHS programs in B.3. above or otherwise low-income eligible, the customer will be notified (by telephone or letter) that the Lifeline Service rate is no longer applicable. Within the stated customer notification period (60 days from the date of the notification), the customer can contact the Company to negotiate new Dial Tone Service arrangements at applicable tariff rates (no connection charges will apply for existing services or options retained). If the customer does not contact the Company by the end of the notification period, the Lifeline Service will be changed to applicable Exchange Area Dial Tone Line service at existing tariff rates (no connection charges will apply to existing services or options retained).

(C) Indicates Change

North Penn Telephone
Company

Section 3
Fourth Revised Sheet 7
Cancels Third Revised Sheet 7

LIFELINE SERVICE

B. REGULATIONS

5. A Lifeline Service customer may not subscribe to any other type of residence Local Exchange Service at the same or other premises. Lifeline Service will not be provided via Foreign Exchange or Foreign Central Office Service arrangements.
6. Only services listed in B (2) above will be provided to Lifeline customers.
7. Customer requested temporary suspension of Lifeline Service is not permitted.
8. Lifeline Service does not apply to applicants who are full time students living in university or college controlled housing.

* * *

9. Lifeline customers are subject to all Residence service regulations in this and other tariffs of North Penn Telephone Company.
10. Residence Lifeline Service cannot be resold by the Lifeline customer or the Lifeline customer's agent(s).
11. All outstanding charges, account balances and service restrictions apply to existing customers who qualify for Lifeline Service. Service restrictions will remain until the arrearage(s) have been paid in full.
12. Any Lifeline customer who has a past due balance of Toll Charges will be treated with the appropriate Chapter 64 regulations. The Residence Toll Restoral Charge applies to Lifeline Customers who are suspended for non-payment and who subsequently pay their outstanding toll charges and request toll restoral. If a Lifeline customer is toll restricted for a second occurrence the Company may, at its discretion, place the Lifeline customer on permanent toll restriction.
13. Toll-Blocking and Toll-Control services will be provided at no charge to Lifeline Service subscribers, to the extent that they are offered.

(C)

(C) Indicates Change

Issued: November 2, 2016

Effective: December 2, 2016

Supplement No. 161 - Telephone – PA P.U.C. No. 2

North Penn Telephone
Company

Section 3
3rd Revised Sheet 8
Cancels 2nd Revised Sheet 8

LIFELINE SERVICE

C. LIFELINE SERVICE DIAL TONE LINE MONTHLY RATE

1. Applicable Residence Dial tone monthly rate minus \$9.25⁽¹⁾. (I)
- * * * (C)
2. Lifeline Service is subject to all applicable state, local and federal taxes, and surcharges, and to all applicable tariff rates, charges, surcharges and regulations. (C)

NOTE:
(1)

See FCC Public Notice released May 1, 2012, In re: *Lifeline and Link Up Reform and Modernization et al.*, Report and Order and Further Notice of Proposed Rulemaking, WC Docket Nos. 11-42 et al., CC Docket No. 96-45, FCC 12-11 (rel. Feb. 6, 2012). (C)

(C) Indicates Change

Issued: June 29, 2012

Effective: August 1, 2012

North Penn Telephone
Company

Twenty-second Revised Sheet 1
Cancels Twenty-first Revised Sheet 1

LOCAL EXCHANGE SERVICE

Local Exchange Service includes the Central Office equipment with rotary dialing capability, outside plant distribution wire and cable, drop wire and station protector.

The rates listed below do not include any terminal equipment - telephone, ringers, couplers, or inside station wiring.

MONTHLY RATES

Service

	MILLERTON		BENTLEY CREEK		ROSEVILLE
PBX	\$23.25		\$24.42		\$28.59
One Party Business	18.19	(I)	18.95	(I)	21.67 (I)
One Party Residence	18.06	(I)	18.49	(I)	20.03 (I)

(I) Indicates Increase

North Penn Telephone
Company

SECTION 6
Tenth Revised Sheet 7
Cancels Ninth Revised Sheet 7

MISCELLANEOUS SERVICE AND EQUIPMENT (cont'd)

1. Description

Product bundles provide residential customers the option of subscribing to service packages that combine basic local service with other features and services offered by or through the Company at a single bundled rate. Product bundles are available on a monthly subscription basis at the rates provided below. Rates are in addition to any applicable taxes, surcharges, fees and non-recurring charges.

<u>Product</u>	<u>Rate</u>	
Unlimited Talk Bundle: Primary Line*** Deluxe Caller ID with Call Waiting*** Three Way Calling*** Call Forwarding*** Touch Tone*** Unlimited Long Distance Usage*	\$44.17	(I)
Unlimited Talk Bundle with High Speed Internet: Primary Line*** Deluxe Caller ID with Call Waiting*** Three Way Calling*** Call Forwarding*** Touch Tone*** Unlimited Long Distance Usage* DSL up to 1.5 Mbps**	\$78.17	(I)

*Provided for informational purposes only (non-jurisdictional in this tariff); long distance must be provided by North Penn Telephone Company/North Penn Long Distance to benefit from the long distance minutes of use component. Restrictions on use of unlimited long distance service are shown in 2.e Regulations.

** Provided for informational purposes only (non-jurisdictional in this tariff); DSL is provided by North Penn Telephone Company/North Penn Access and DSL speeds are not guaranteed. North Penn Telephone Company/North Penn Video provides the Digital TV service.

*** The regulated portions of this package can be found in Sections 2 and 6 of this Tariff.

(I) Indicates Increase

REDACTED FOR PUBLIC INSPECTION

Supplement No. 171 -Telephone – PA P.U.C. No. 2

North Penn Telephone
Company

SECTION 6
Ninth Revised Sheet 8
Cancels Eighth Revised Sheet 8

MISCELLANEOUS SERVICE AND EQUIPMENT (cont'd)

1. Description (continued)

Unlimited Talk Bundle with High Speed Internet and Digital TV:	\$125.17	(I)
Primary Line***		
Deluxe Caller ID with Call Waiting***		
Three Way Calling***		
Call Forwarding***		
Touch Tone***		
Unlimited Long Distance Usage*		
DSL up to 1.5 Mbps**		
Digital TV Service**		
Unlimited Talk Bundle with Digital TV:	\$97.17	(I)
Primary Line***		
Deluxe Caller ID with Call Waiting***		
Three Way Calling***		
Call Forwarding***		
Touch Tone***		
Unlimited Long Distance Usage*		
Digital TV Service**		

2. Regulations

- a. Bundled Packages are only available to customers whose long distance is provided by North Penn Telephone Company/North Penn Long Distance, and whose DSL/Digital TV service is provided by North Penn Telephone Company/North Penn Access/North Penn Video.
- b. Bundled Packages are only available to residential customers.
- c. Bundled Package customers may terminate the package or switch to another calling plan at any time.
- d. Customers enrolled in Bundled Packages who fail to pay the entire package rate due per month will have all existing Bundled Package services converted to the applicable tariff rates for the individual services included in their package. Customers will not be permitted to re-enroll in the Bundled Packages until such time as all associated unpaid balances have been paid in full.
- e. The Unlimited long distance plan provides residential subscribers with unlimited minutes of direct dialed (1+) domestic long distance calling within the United States. All other usage will be billed at the applicable tariffed rates. If it is determined that usage is not consistent with residential voice application, such as for Internet Access Service, commercial facsimile or auto-residential uses, the Company may immediately convert the customer's long distance to a non-unlimited plan.
- f. Call detail is not included on the customer paper statement with this plan.

* Provided for informational purposes only (non-jurisdictional in this tariff); long distance must be provided by North Penn Telephone Company/North Penn Long Distance to benefit from the long distance minutes of use component. Restrictions on use of unlimited long distance service are shown in 2.e Regulations.

** Provided for informational purposes only (non-jurisdictional in this tariff); DSL is provided by North Penn Telephone Company/North Penn Access and DSL speeds are not guaranteed. North Penn Telephone Company/North Penn Video provides the Digital TV service.

*** The regulated portions of this package can be found in Sections 2 and 6 of this Tariff.

(I) Indicates Increase

Issued: May 4, 2016

Effective: July 1, 2016

North Penn Telephone Company (SAC 170192)

Response to Line 3010 – Milestone Certification (47 CFR §54.313(f)(1)(i))

North Penn Telephone Company hereby certifies that throughout 2016, it took reasonable steps to provide upon reasonable request broadband service at actual speeds of at least 10 Mbps downstream/1 Mbps upstream, with latency suitable for real-time applications, including Voice over Internet Protocol, and usage capacity that is reasonably comparable to comparable offerings in urban areas and that requests for such service are met within a reasonable amount of time. If a request for broadband service at actual speeds of at least 10 Mbps downstream/1 Mbps upstream is unreasonable, the Company offers broadband service at the highest available speed.

REDACTED – FOR PUBLIC INSPECTION

ATTACHMENT - LINE 3026

ATTACHMENT REDACTED IN ENTIRETY